

Managing Exceptions in SAP® Accounts Receivable Cash Application

Bank lockboxes as well as electronic payments for Accounts Receivable help organizations manage large incoming remittance volumes. The solution is smooth and effective when the invoices and check amounts all line up. The challenge comes when confronted with exceptions—deductions, short pays and other instances when the amount of a remittance is not directly applicable to an open invoice or group of invoices.

Standard SAP® Lockbox functionality applies customer payments against open invoices, but there is no direct means for handling exceptions because there are no invoice level details. And there is no visibility to track and view the payment application and check and remittance documents throughout the process. Information comes from various sources and cannot be accessed automatically.

Many companies see their DDSO reduced dramatically without increases in headcount or overtime costs.

The Dolphin Solution

Dolphin improves Accounts Receivable lockbox process visibility by capturing document images and making them accessible through the SAP system. The solution incorporates Dolphin's unique Process Tracking System (PTS) that leverages the inherent workflow capability in the SAP application to accelerate the exception handling process, so that you can apply cash faster. Many Dolphin customers are seeing their DSO (Days Sales Outstanding) reduced as well as their DDSO (Disputed Days Sales Outstanding) decrease, without increases in headcount or overtime costs.

Using image capture technology, the Dolphin Process Tracking System **automatically uploads and links** checks, remittances and related check details sent by your customer via the bank to your individual payment documents. Check images and backup documents are stored via SAP ArchiveLink in any content repository, including the SAP Content Server.

The Dolphin solution streamlines the exception handling process

enabling you to view the entire exception workflow history, status of payments, associated images and remittance documents—all from one view. The Dolphin Process Tracking System automatically links checks and remittance documents to SAP payment records, allowing you to track customer service issues and search all payments from a particular customer.

Proven Results

- Improve process for cash application
- Decrease DSO, DDSO
- Improve visibility into the cash application process
- Increase productivity
- Accelerate exception handling dramatically
- Reduce costs
- Leverage your SAP investment
- Fast ROI—4 Week implementation

Document access is SAP-centric and web-enabled. Dolphin provides simultaneous, continuous access to documents for multiple users and the SAP system. Information necessary for document processing and analysis, process monitoring, and administration is at your fingertips—from anywhere, anytime, with the proper authorizations. This enhanced visibility delivers a number of advantages, including:

- **No need for extensive training** as all parties have the same point of reference and access.
- **Fast discrepancy resolution**, since the necessary information is readily available.
- **Reduced costs** for paper-based activities such as filing, copying and mailing.
- **Visibility to check data and customer data, linked to corresponding images.** Anyone in the organization who needs information about incoming payments—including the sales team—has easy access provided they have the proper permissions. For remote salespeople, this functionality can be Web-enabled for availability on any Web browser, improving customer service.

The Dolphin Advantage

Dolphin is solely focused on taking the time and cost out of essential business operations like Accounts Receivable for SAP users. Our Accounts Receivable Cash Application solution can be integrated with Dolphin best practice solutions for sales order management to automate and optimize the order-to-cash process within the SAP Business Workflow.

Dolphin is the one vendor that can help customers manage the lifecycle of data and documents across an enterprise, assuring integration and support of critical business applications to meet your objectives. Dolphin's document-centric approach leverages your current infrastructure and the applications you already own to deliver a process that costs less, is implemented faster and helps you manage your growth over the long term.

About Dolphin

Dolphin makes crucial business operations like data lifecycle management, data archiving, accounts payable, accounts receivable and order management run better and smarter for organizations using SAP solutions. Focused on improving business performance through Information Lifecycle Management and Business Process Management, Dolphin produces the right solution for each customer, faster, through its unmatched experience in SAP technologies and its proven best practices, tools and solutions for SAP applications. Dolphin solutions improve business and IT performance, lower total cost of ownership and deliver a high return on investment.

The company was founded in 1995 and has offices in Philadelphia, PA and San Jose, CA. Dolphin solutions are implemented across North America and around the world.

Visit us online at www.dolphin-corp.com to learn more!

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Smart Adaptable Proven™

Advantages

- Automate uploads of electronic documents and data files
- Automate creation of exception handling work items
- Use SAP as the single system for cash application, deduction management and exception handling
- Eliminate manual retrieval of checks and remittance images from bank CD or Web site
- Link actual check and remittance image directly to each payment document, accessible from customer account or Dolphin PTS
- Provide business rules to route payment exceptions directly to appropriate AR Cash Application (individual or team)
- Integrate with ACH payments and other forms of remittance documents received from customers
- Integrate with capture options to eliminate hefty bank lockbox fees



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